



Court Services Representative Job Code: 0024

Originated: 10/06

Revised: 10/06

HR Ordinance Status: Classified

Salary Grade: 1218

EEO Code: 25

FLSA: Non-Exempt

Supervisory: No

CLASS SUMMARY

Provides a wide variety of specialized duties in providing customer service and court related information directly to the public.

DISTINGUISHING CHARACTERISTICS

The Court Services Representative is distinguished from the Senior Court Services Representative by the by the latter's higher skill level, an advanced understanding of sensitive and confidential issues and working with complicated team and lead management topics. This is not a supervisory job classification.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Schedules and amends the court docket, coordinates court dates and issues notice of appearance and minute orders.
- Sets arraignment and plea dates, prepares and issues summons for court appearances and issues warrants for arrest.
- Submits complete Court records of appeals to Superior Court in a timely manner.
- Processes and prepares records for court sessions.
- Performs a variety of clerical functions within an assigned team and helps other team members accomplish completion of work assignments.
- Records information during court proceedings, noting any court action on various documents.
- Responsible for accepting cash and other forms of payment and for reconciling daily receipts.
- Provides quality service and information to those whom the court serves, both internally and externally.
- Inputs court records utilizing court-specific software.
- Maintains permanent records according to legal retention policies.
- Provides input for streamlining or improving existing data entry processes or procedures.
- Collects, posts and balances monetary transactions daily.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Microsoft Windows Office products.

Ability to:

Learn new tasks and adapt to varied job duties.

Perform tasks and functions with a high degree of accuracy.

Interpret and apply court procedures and processes to ensure accurate information is provided to the public.

Interpret City policies, procedures and regulations.

Interact with people who are confused, angry and/or openly hostile to ensure clarification of court procedures and related legal requirements.

Maintain order and decorum in the courtroom.

Make basic mathematical calculations.

Provide thoughtful and thorough analysis.

Listen, communicate and work effectively with a diverse group of people.

Handle multiple projects simultaneously and use good judgment in prioritizing work assignments.

Proficiently perform computerized word processing, comprehension, summarizing and writing/editing.

Establishes and maintains effective working relationships with defense attorneys, City Prosecutors, City Magistrates, management and coworkers.

Education and Experience:

A high school diploma or GED equivalent and two years experience involving direct public contact, customer service, data entry, clerical and cash handling.

Licensing and Other Requirements:

A valid Arizona driver's license with no major driving citations in the last 39 months is required for all driving positions.

Other pertinent licenses and/or certifications may be required of some positions depending on department/section assignment.

SUPERVISION RECEIVED AND EXERCISED

- Works under general direction of the Court Supervisor in the City Court and within standard operating procedures.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- Most work is performed in a normal City office and customer service desk environment.
- Lift and carry materials weighing up to 20 pounds.
- Operate a variety of standard office equipment including a computer terminal, telephone, 10-key calculator, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.